

Hints and Tips

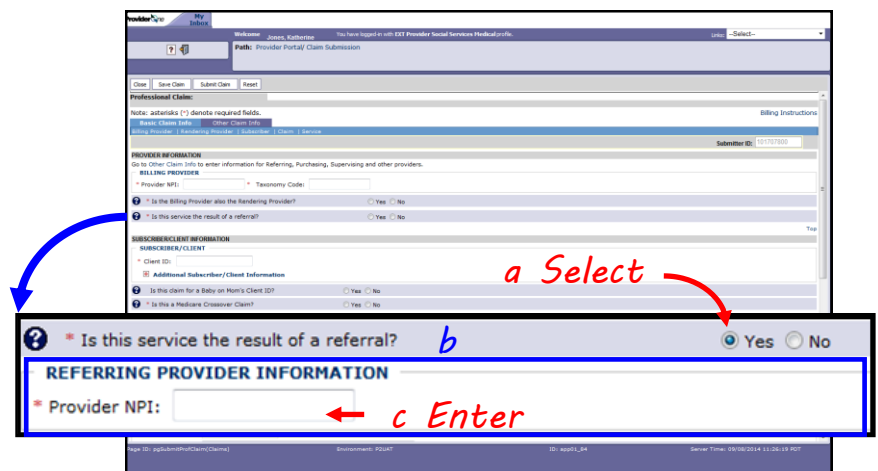
Provider Type: Social Service Medical

Category: Billing

One of the common denials that Durable Medical Equipment (DME) providers are seeing is due to missing information on the referring provider. This document provides instructions on how to enter the Referring Provider National Provider Identifier (NPI) on a claim.

Social Service Medical Providers, including DME, who bill for Service Codes **SA875, SA876, SA877, SA878, SA879, SA880, SA881, SA882, SA883, SA884, SA885, SA886, & SA887** bill as a standard Professional Claim. They must include a Referring Provider NPI on their claims.

1. From the Professional Billing Screen
 - a. **Select** Yes
 - b. Window **appears**
 - c. **Enter** Referring Provider's NPI
2. Continue to bill



The screenshot shows the 'Professional Claims' section of the ProviderOne system. The 'Is this service the result of a referral?' question is highlighted with a blue box and a blue arrow labeled 'a Select'. Below this, the 'REFERRING PROVIDER INFORMATION' window is highlighted with a blue box and a red arrow labeled 'b'. Within this window, the 'Provider NPI' field is highlighted with a red box and a red arrow labeled 'c Enter'.

The Referring Provider must be a medical professional who can prescribe the durable medical equipment, supplies, or services that are being claimed. If you don't know the referring provider's NPI, you may need to contact that provider directly.

For complete step-by-step instructions, visit the ProviderOne website located at <https://fortress.wa.gov/dshs/adsaapps/providerone/training.htm> to view the corresponding Social Service Medical "Medical Basic Billing" How-To Guide. (v. March 20, 2015)